

臺灣花蓮地方法院檢察署 102 年 8 月份民眾意見調查統計

統計項目	上班日期	1	2	5	6	7	8	9	12	13	14	15	16	19	20	21	22	23	26	27	28	29	30	總數/	
一. 對於本署洽公環境的滿意度?	1.非常滿意	5	2	12	4	5	5	4	7	6	3	3	6	3	7	5	4	5	7	7	6		3		
	2.滿意	3	4	0	6	5	8	4	0	2	6	10	3	3	4	5	11	4	0	4	4		4		
	3.尚可	0	0	0	1	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	颱	0		
	4.不好	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0		0		
	5.合計人次	8	6	12	11	10	13	8	7	8	9	13	9	6	11	11	15	9	7	11	10	0	7	0	
	滿意度(%)	96.25%	93.33%	#####	91.82%	95.00%	93.85%	95.00%	#####	97.50%	93.33%	92.31%	96.67%	95.00%	96.36%	92.73%	92.67%	95.56%	#####	96.36%	96.00%	#####	94.29%	#####	95
二. 法警點呼及偵查庭的態度如何?	1.非常滿意	5	2	10	0	5	5	3	6	5	2	3	7	3	7	5	4	2	7	8	5		2		
	2.滿意	4	3	0	7	3	8	5	1	3	6	10	2	0	4	5	11	7	0	3	4		4		
	3.尚可	0	0	0	4	0	0	0	0	0	1	0	0	2	0	1	0	0	0	0	0	風	0		
	4.不好	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1		0	
	5.合計人次	9	5	10	11	8	13	8	7	8	9	13	9	5	11	11	15	9	7	11	10	0	6	0	
	滿意度(%)	95.56%	94.00%	#####	82.73%	96.25%	93.85%	93.75%	98.57%	96.25%	90.00%	92.31%	97.78%	88.00%	96.36%	92.73%	92.67%	92.22%	#####	97.27%	91.00%	#####	93.33%	#####	93
三. 您認為檢察官、檢察事務官、執行案件問案態度如何?	1.非常滿意	3	1	10	8	5	3	2	6	4	3	1	4	4	5	6	4	3	7	7	4		3		
	2.滿意	1	2	0	1	3	6	2	1	3	3	6	2	0	4	1	4	6	0	4	5		3		
	3.尚可	0	0	0	0	0	0	0	0	0	3	0	0	0	0	3	0	0	0	0	0	假	0		
	4.不好	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1		0	
	5.合計人次	4	3	10	9	8	9	4	7	7	9	7	6	4	9	10	8	9	7	11	10	0	6	0	
	滿意度(%)	97.50%	93.33%	#####	98.89%	96.25%	93.33%	95.00%	98.57%	95.71%	86.67%	91.43%	96.67%	#####	95.56%	90.00%	95.00%	93.33%	#####	96.36%	90.00%	#####	95.00%	#####	94
四. 服務台人員的服務態度如何?	1.非常滿意	8	2	10	8	5	7	6	7	8	4	5	8	4	8	7	7	4	7	9	9		5		
	2.滿意	1	4	2	3	5	6	2	0	0	5	8	1	2	3	4	8	4	0	2	1		1		
	3.尚可	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0		0		
	4.不好	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0		0		
	5.合計人次	9	6	12	11	10	13	8	7	8	9	13	9	6	11	11	15	9	7	11	10	0	6	0	
	滿意度(%)	98.89%	93.33%	98.33%	97.27%	95.00%	95.38%	97.50%	#####	#####	94.44%	93.85%	98.89%	96.67%	97.27%	96.36%	94.67%	92.22%	#####	98.18%	99.00%	#####	98.33%	#####	96
五. 對本署同仁處理公務的滿意度?	1.非常滿意	6	2	10	4	2	6	5	6	8	2	2	7	3	8	5	4	2	7	8	6		2		
	2.滿意	3	4	0	6	6	7	3	1	0	6	11	2	3	3	5	11	7	0	3	3		5		
	3.尚可	0	0	0	1	0	0	0	0	0	1	0	0	0	0	1	0	0	0	0	1		0		
	4.不好	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0		0		
	5.合計人次	9	6	10	11	8	13	8	7	8	9	13	9	6	11	11	15	9	7	11	10	0	7	0	
	滿意度(%)	96.67%	93.33%	#####	91.82%	92.50%	94.62%	96.25%	98.57%	#####	90.00%	91.54%	97.78%	95.00%	97.27%	92.73%	92.67%	92.22%	#####	97.27%	94.00%	#####	92.86%	#####	94
六. 對本署整體服務的滿意度?	1.非常滿意	6	2	10	3	5	6	4	6	8	3	2	7	3	8	4	4	3	7	7	6		3		
	2.滿意	3	3	0	7	5	7	4	1	0	5	11	2	3	3	6	11	6	0	4	4		4		
	3.尚可	0	0	0	1	0	0	0	0	0	1	0	0	0	0	1	0	0	0	0	0		0		
	4.不好	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0		0		
	5.合計人次	9	5	10	11	10	13	8	7	8	9	13	9	6	11	11	15	9	7	11	10	0	7	0	
	滿意度(%)	96.67%	94.00%	#####	90.91%	95.00%	94.62%	95.00%	98.57%	#####	91.11%	91.54%	97.78%	95.00%	97.27%	91.82%	92.67%	93.33%	#####	96.36%	96.00%	#####	94.29%	#####	95
	共發問卷數:	9	6	12	11	10	13	8	7	8	9	13	9	6	11	11	16	9	7	11	10		7		
	民眾其他意見提供(人):	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0		0		
	告訴人、被害人:	2	2	1	3	2	3	3	1	0	3	3	3	2	2	2	4	4	1	2	4		2		
	被告(人):	4	1	5	5	1	6	4	5	4	5	7	2	1	2	3	3	1	1	2	4		0		
	證人(人):	0	0	0	0	2	1	0	0	4	1	1	0	1	1	2	5	0	1	4	1		0		
	告發人、檢舉人:	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0		0		
	執行(人):	2	1	5	3	1	1	1	1	0	0	2	2	1	2	1	2	2	4	0	1		5		
	家屬陪同、洽公:	0	0	0	0	1	1	0	0	0	0	0	0	0	0	3	0	2	0	2	0		0		
	辯護人、代理人:	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0		0		
	關係人(人):	1	2	0	0	3	1	0	0	0	0	0	1	1	1	0	0	0	0	0	0		0		

合計 (人)	9	6	11	11	10	13	8	7	8	9	13	8	6	8	11	14	9	7	10	10	0	7	0
--------	---	---	----	----	----	----	---	---	---	---	----	---	---	---	----	----	---	---	----	----	---	---	---

表

總百分比

109

90

2

0

201

i.22%

96

90

8

1

195

i.90%

93

57

6

1

157

i.90%

138

62

1

0

201

i.77%

105

89

4

0

198

i.90%

107

89

3

0

199

i.08%

203

1

49

66

24

0

37

9

0

10

